Postal Regulatory Commission Submitted 7/19/2013 12:45:15 PM Filing ID: 87375 Accepted 7/19/2013

	GLENOAKS STATION Docket: 1364982 - 91504	od 7/19/2013
Item	Document	Date Posted
1.	Request/approval to study for discontinuance	02/04/2011
2.	Notice (if appropriate) to Headquarters of suspension	02/04/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	01/20/2011
4.	Highway map with community highlighted	01/20/2011
5.	Inspection Service/local law enforcement vandalism reports	02/04/2011
6.	Form 4920, Post Office Fact Sheet	03/17/2011
7.	NEPA Worksheet	04/29/2013
8.	Financial Workbook	04/29/2013
9.	Recommendation and Service Replacement Type	03/17/2011
10.	PM Letter Instructions Cover letter, questionnaire, and enclosures	03/21/2011
11.	Community meeting roster	05/02/2011
12.	Community meeting letter	03/11/2011
13.	Proposal checklist	06/07/2011
14.	District notification to Government Affairs	06/07/2011
15.	Instructions to postmaster/OIC to post proposal	06/07/2011
16.	Invitation for comments exhibit	06/07/2011
17.	Proposal exhibit	06/07/2011
18.	Comment form exhibit	06/07/2011
19.	Instructions for postmaster/OIC to remove proposal	06/07/2011
20.	Postal Service response letters to returned customer questionnaires	05/26/2011
21.	Analysis of questionnaires	01/20/2011
22.	Community meeting analysis	05/26/2011
23.	Round-date stamped proposals and invitations for comments from affected offices	08/09/2011
24.	Notification of taking proposal and comments under internal consideration	06/07/2011
25.	Postal Service response letters to returned Proposal comments	08/09/2011
26.	Proposal Analysis of comments	08/09/2011
27.	Petition and Postal Service response letter (if appropriate)	03/21/2011
28.	Congressional inquiry and Postal Service response letter (if appropriate)	06/07/2011
29.	Log of Post Office discontinuance actions	08/09/2011

30.	Certification of record	08/09/2011
31.	Transmittal to vice president, Delivery and Retail, from district manager, Customer Service and Sales	08/17/2011
32.	Headquarters acknowledgment of receipt of record	08/30/2011
33.	Vice president, Delivery and Retail, instruction letter	05/31/2013
34.	Instruction letter to postmaster/OIC on posting	06/19/2013
35.	Final determination from Headquarters	05/31/2013
36.	Round-date stamped final determination cover sheets	07/16/2013
37.	Postal Bulletin Post Office Change Announcement	07/17/2013
38	Notice of Final Determination	06/20/2013]]
39.	Memo to Record	07/17/2013
110	PO Survey SHEET	07/19/201

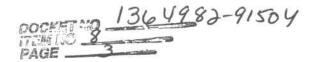
39. Memo to Record 07/17/2013
40. PO Survey SHEET 07/19/2013
41. Community Survey SHEET 07/19/2013

41. Community Survey SHEET 07/19/2013
42. PO Closing on ConsolionTion Proposal FACT SHOET 07/19/2013



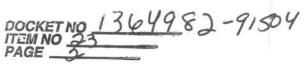
Highway Contract Route Cost Analysis Form

		-	Estin	Highway Contract Route nated Cost for Alternative S	ervice	
Office (Name.	GLENOAKS				
Office 2	Zip+4	91504 -9998	District.	SIERRA COASTAL PFC		
1.		e number of addition be added to the rou		0	x 3.64 hours per year	0.00
2.		e number of addition be added to the rout		0.00	x 10.40 hours per year	0.00
					Total time added to the route	0.00
3.		e HCR hourly rate Area Manager, Purc	thasing/Con	tracting		0.00
		Total addit	ional comp	ensation (HCR hourly rate	x total time added to the route)	0.00



Rural Route Cost Analysis Form

			stimated Co	Rural Rou	ite Carrier	ement Se	ervice	
				acter mietre	anto tropino	etti serti. Nen	et mower	
Office	Name:	GLENOAKS						
Office	Zip+4	91504 -9998	District:	SIERRA CO	ASTAL PFC		MANUFISH	
1		e number of addition be added to the run			0			
2.	miles to	e number of addition be added to the rout a volume factor			0.00			
					Total (ad	ditional	boxes x volume factor)	0.00
2	to be ack Centraliz Regular	e number of additional ded to the rural route ded boxes L route boxes Non-L route boxes	City Committee of the c		0.00 0.00 0.00		x 1.00 Min x 1.82 Min x 2.00 Min	0.00 0.00 0.00
						Total a	additional box allowance	0.00
4	Enter the rural route	number of additional	dally miles to	o be added to		00	x 12 Mileage Standard	0.00
							fitional minutes per week ried to two decimal places)	0.00
5.		tional annual minute: minutes per week y			0.0	00	x 52 Weeks	0.00
6.	Total addi (additional	tional annual hours annual minutes/ s per hour)			0.0	00	/ 60 Minutes	0.00
7.	national pa	rural cost per hour (s ayroll summary repo nsolidated)			0.0	00		
			Total /	Annual Cost (additional ar	inual ho	urs x rural cost per hour)	0.00
8	Enter lock	pouch allowance (if	applicable)					0.00
		Total annu	al cost for a	lternate servi	ce (annual c	ost minu	us lock pouch allowance)	0.00



Date of Posting, 05/09/2011

Date of Removal 08/10/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE GLENDAKS, CA STATION AND CONTINUE TO PROVIDE SERVICE BY CITY DELIVERY

To the customers of the Glenoaks Station.

The Postal Service is considering the close of the Glenoaks Station for reasons stated in the accompanying proposal

During the 60-day posting period from 06/09/2011 through 08/10/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Glenoaks Station and Burbank Post Office If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to

JANIS BUONARATI 28201 FRANKLIN PARKWAY SANTA CLARITA, CA 91383-9998

For more information, you may call JANIS BUONARATI at (561) 775-5749 or write to the above address

Thank you for your assistance.

VIKKI NOBLITT 28201 FRANKLIN PARKWAY SANTA CLARITA CA 91383-9998



DOCKET NO 1364982-91504 ITEM NO 33 PAGE 3

Date of Posting, 06/09/2011

Posting Round Date

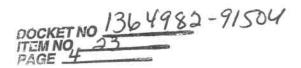
Date of Removal 06/10/2011

Removal Round Date:

PROPOSAL TO CLOSE THE GLENOAKS, CA STATION AND CONTINUE TO PROVIDE SERVICE BY CITY DELIVERY

DOCKET NUMBER 1364982 - 91504





I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Glenoaks, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The office is being studied for possible closing or consolidation due to the following reasons: Glenoaks Station is being considered for a consolidation into Burbank Downtown station

The Glenoaks Station, 09:00 - 17:00 Monday - Friday Closed Saturday and lobby hours of 24 hrs on Monday - Friday and 24 hrs on Saturday to 4:16 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 838 transaction(s) accounting for 1,079 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by city delivery. Office receipts for the last 3 years were: \$12,205,413 (31,837 revenue units) in FY 2008; \$11,711,954 (30,548 revenue units) in FY 2009; and \$10,925,970 (28,498 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 30, 2011, representatives from the Postal Service were available at 1834 San Fernando, Burbank, CA to answer questions and provide information to customers, 2 customer(s) attended the meeting.

On March 21, 2011, 1000 questionnaires were distributed to delivery customers of the Glenoaks Station. Questionnaires were also available over the counter for retail customers at the Glenoaks Station. 132 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 33 favorable, 33 unfavorable, and 16 expressed no opinion.

If this proposal is implemented, delivery and retail services will be provided by the Burbank Post Office, an EAS-22 level office. Window service hours at the Burbank Post Office are from 09:00 18:30, Monday through Friday, and 09:00 15:00 on Saturday. There are 235 post office boxes available.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry

Concern: Customer expressed a concern about package delivery and pickup Response The customer expressed a concern about package delivery and pickup. Rural carners will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport Concern: Customers expressed concern for loss of community identity Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory. Customers expressed concern over the apparent lack of interest by Concern: the Postal Service for the needs of the community Response: The customer expressed a concern that the Postal Service exhibits a lack of interest in the mailing needs of the community. The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner





Some advantages of the proposal are:

1	The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post
2	office. Stamps by Mail order forms are provided for customer convenience. Customers opting for camer service will have 24-hour access to their mail.
3	Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4	CBUs can offer the security of individually looked mail compartments. Parcel lockers provide convenient
5.	parcel delivery for customers Customers opting for carner service will not have to pay post office box fees.
0	Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

•	The loss of a retail outlet and a postmaster position in the community. Retail services may be provided
	by the rural or contract delivery carrier.
2.	Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3	A change in the mailing address. The community name will continue to be used in the new address. A
	carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Glenoaks is an unincorporated community located in Los Angeles County. The community is administered politically by City of Burbank. Police protection is provided by the City of Burbank. The community is comprised of Retirees, self employed, commuters, students, and those who commute to work at nearby communities and work in local businesses.

Susinesses and organizations include: Many businesses in the Burbank area. Residents may travel to nearby communities for other supplies and services.

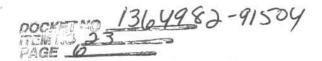
Nonpostal services provided at the Glenoaks Station will be available at the Burbank Post Office. Government forms normally provided by the Post Office will also be available at the Burbank Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned question/faires, at the community meeting, on the petition, and on the congressional inquiry

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.





III. EFFECT ON EMPLOYEES

Any employees assigned to this office will be reassigned to another facility.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 47,595 with a breakdown as follows:

Clerk Savings Fringe Benefits @ 33.5% Annual Lease Costs	\$ 35,852 \$ 11,943 + \$ 0
Total Annual Costs Less Annual Cost of Replacement Service	\$ 47,595 -\$ 0
Total Annual Savings	5 47 595

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Glenoaks, CA Station and provide delivery and retail services by city delivery under the administrative responsibility of the Burbank Post Office, located one miles away.

The Glenoaks Station provided delivery and retail service to 416 PO Box or general delivery customers and no delivery route customers. The delivery retail window transactions averaged 838. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$47,595 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted

VII. NOTICES

- A Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Glenosks Station and Burbank Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office, if a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

	¥:	06/09/2011
/IKICI NOBLITT		Date
Agraper Post Office Operations		



	Post	Office Survey Sheet		
Post Office Name	CHENOAKS	Nills	+4 91504-9998	
Congressional District	29th	Date	03/11/2011	
		tructural defects, safety hazards, lact efficiencies or factors to consider.	k of running water or restrooms (if	50).
Is the facility accessible	to persons with disabilities	Yes [☐ Ne	
Lease terms? 30-day car	ncellation chause?			
Are suitable alternate qu	parters available for an ind	dependent Post Office? If so, where?	Section 19 Control of the Control of	
List potential CPO sites	·			
	neter customers or permit to em by name and address.	nuilers" Yes No		
Which career and nonca	reer employees will be util 2	feeted and what accommodations wi	Il be inside for them?	
How is mail received and box he retained? Will a lo	cked potter be utilized?	ed at what times? How will this be a	CARCIE TELL	Allec L
How many Post Office I		- Andrews - Andr	416 DV 0	
What are the window se		(11 - 17 12) 09:00 - 18		n
What are the lobby hour	s ⁹	24hoo	= Mar 4nis	>
Have there been recent of	cases of mail theft or vand	alism reported to the postmaster/OK	C? Explain.	

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Post Office Survey Sheet/continued)

	List potential CBU/parcel lockers sites and distances from present Post Office site						
2	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handleaps, etc.) How can these people be accommodated?						
3	Rural	dolivery/HCR delivery					
	3.	What is current evaluation?					
	b.	Will this change result in the route being overburdened?	Yes 🗹 No				
		If so, what accommodations will be made to adjust the route?					
	C.	How many boxes and miles will be added to the route?	0, box 0.00 Miles				
	d	What would be the additional annual expense if the route is increased?	0				
	\mathcal{C}_{i}	What is the one-time cost of CBU/parcel locker installation (id appropriate)?	(1				
	1	At what time of the day does the carrier begin delivery to the community?	***************************************				
		Will this delivery time be affected if the office is discontinued? (Y or N)	Yes 🗹 No				
		It so, how?	()				

DOCKET NO 1364982-91504 FEM NO 41

Community Survey Sheet

		Community Survey	Sheet	
	Post Office Name	GLENOAKS	ZTP+4	91504-9998
	Congressional District	29th	1):11:-	03/17/2011
l.	Incorporated ⁹		Yes No	22
	Local government provi	ded by	Chrip	UEBANII
	Police protection provid	ed by	1446	CHANK
	Fire protection provided	by.	JH X /3	PERM
	School location:		0000) DEPOSITE
2	What population growth	is expected? (Please document your source)	(30
3.	What residential, comme	erolal, or business growth is expected? (Please do	cument your source)	
1	Are there any special co- ls the Post Office facility	special historical events related to the community minumity events to consider? (a state or national historic landmark (see ASM) estate office when verification is needed.)		
ŧs.	What is the geographic to	sconamic make-up of the community (e.g., retired	es, compnuters, self-emp	layed, farmers)?
	school bus stop, community of the off	is are provided by the Post Office (e.g., public but nity meeting location, voting place, government to ice offer assistance to senior citizens and handical made for these services if the Post Office is disco-	orm distribution center, ppedy?	

POST	U.S. Postal Se OFFICE CLOSING OR CON Fact Shee	SOLIDATION PROPOSAL		1, Date Prepared
2. Post Office Name		a. State and ZP + 4 Code		03/17/201
	Arna, Customer Service	CA, 91504-9698 8. County	7. Congres	islanal District
SIEPRA COASTAL PFC 8. Reason for Proposal to Discontinue Glenoaks Station is being considered for a consideration and Burbank Downtown statu	9, PO Emergency Suspend No Suspension	Los Angeles ((Reason and Dale)	0, Proposed Parities	ent Alternate Service
11, Stam	ng		12. Hours of Service	
a PM Dengheri PM PM Vaca	wwy Reason & Date, 1-01/01/1900	a Tario M-F 09-00-18-50 7(-7)	594 0940 - 1500	Total Window Hours Per Wesic
is CIC Career	Nusi-Career	a Lobby Time M-F	Sat	
e Current PM POSITION Casel (150)EAB d. No of Clarks 0 - No of Career 0 e No of Ciners 0 - No of Career 0	O Downgralled from EAS-0 No of Non-Career-0 No of Non-Career-0	alheo	134hPc	> 0.00
13. Number of Custo	rmen Served	14.	Daily Volume (Pieces)
s General Delivery	J F	Types of Mel	Received	Despatrived
b P C Bu(416	a First-Claus	505	1,360
(- City Delivery	0:	b Newspaper	106	468
d Ffural Delivery	U	e Pares	10	957
 Highway Contract Route Box 	J	d Other	0	U
f Total	416	e Total	620	2,175
g. No. Receiving Duplicate Service		1 No. of Pastage Meters		0
h Average No Daily Transactions	B38,00	g. No. of Parinds	. 1	0
Finances n. FY 2008 2009 2010		Receipts \$ 12,200,413 \$ 11,711,854 \$ 10,825,970	b, EAS Ster PM Basic Salary (no C S G	D I c. PM Fringe Benefits (33.5% of Iolaib.)
	18a. C	luarters		
Hostel Owned Distriby cancellation (Issue) 7 res Cocated in Business Honte Bib Explain 17 Schools Charaties and Organization in	Other St.		Yes must vacate by:	BLasse 5 D
	4	Name BURBANK PU Wholey Service Hours M.F.C. Lobby Hours M.F.C. PD Boxes Available U	EAS Level 22 5 00 18:30	Miles Away 1.4 AT 09 00 15 00
18 Businesses in Service Area	200 000	20 Newrest Post Office of the Name BUFBANK PO Validsty Service Hours M-F O Lurby Hours M-F PO Series Available 0	EAS 22 Leivel S	Miles Away 2.3 AT 09 DU 15 90
	21. Prep			
nited Name and Title INIS BUONARATI		Signatura JANIS BLIOMARATI		Telephone No. AC () (661) 775-6749
O Discontinuance Cocydnator Name UNIS BUONARATI	7 elephone No. AC () (661) 775-6749	Location SANTA CLARITA, CA		